

IN THE CLAIMS:

Please amend the claims as follows:

1. (Previously presented) A method for customer contacting, the method comprising:
  - providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;
  - executing an interaction protocol to create an interaction with the contact;
  - initiating a call to the contact; and
  - allowing an agent to selectively interleave ~~live responses and~~ recorded scripts during the call, the recorded scripts comprising recorded scripted responses and recorded interjection responses, and wherein the recorded scripted responses are selected from a script menu by the agent and wherein the recorded interjection responses are selected from an interjection menu by the agent.
2. (Original) The method of claim 1, wherein the executing an interaction protocol is done by one of a human agent and a computer script.
3. (Original) The method of claim 1, wherein the recorded script further comprises recorded data for generating a human-sounding voice waveform.
4. (Original) The method of claim 1, wherein the recorded script is selected from computer-generated wave files, audio recordings, and synthesized voice.

5. (Original) The method of claim 1, wherein the recorded script comprises a voice waveform created independently from the human agent.

6. (Original) The method of claim 5, wherein the voice waveform further comprises an audio track of a voice response recorded by a voice actor.

7. (Cancelled)

8. (Original) The method of claim 1, wherein executing an interaction protocol further comprises selecting a contact type.

9. (Original) The method of claim 1, further comprising validating sales information.

10. (Original) The method of claim 9, wherein validating sales information is done by one of a human agent and a computer dialing system.

11. (Original) The method of claim 1, further comprising updating a customer file.

12. (Original) The method of claim 1, further comprising maintaining a history of recorded scripts played.

13. (Original) The method of claim 1, wherein initiating a call is executed by one of a human agent and a computer dialing system.

14. (Original) The method of claim 1, wherein interleaving further comprises listening by the human agent to a response from the contact.

15. (Original) The method of claim 1, wherein interleaving further comprises selecting and presenting content to the contact.

16. (Original) The method of claim 15, wherein interleaving further comprises posing a question following presenting content.

17. (Original) The method of claim 1, wherein interleaving further comprises deciding on intervention.

18. (Original) The method of claim 17, wherein deciding on intervention is done by the human agent.

19. (Cancelled)

20. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a live-voice response.

21. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a recorded response.

22-75. (Cancelled)

76. (Currently amended) A computer readable medium used to direct a computer to function in a specified manner, comprising: computer executable instructions stored in said storage medium, said executable instructions comprising instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

allowing a human agent to selectively interleave recorded scripts ~~scripted responses and recorded interjection responses to the contact~~ during the call, ~~said the~~ recorded scripts comprising recorded scripted responses and recorded interjection responses, and wherein the recorded scripted responses are being selected from a script menu by ~~said human the~~ agent and ~~said wherein the~~ recorded interjection responses ~~being~~ are selected from an interjection menu by the ~~said human~~ agent.

77. (Original) The computer readable medium of claim 76, wherein the initiating step is executed by one of a human agent and a computer dialing system.

78. (Original) The computer readable medium of claim 76, wherein the executing step is done by one of a human agent and a computer script.

79. (Original) The computer readable medium of claim 76, wherein the recorded script

further comprises recorded data effective to control a computer for generating a human-sounding voice waveform.

80. (Previously presented) The computer readable medium of claim 76, wherein the recorded scripted response is selected from computer-generated wave files, audio recordings, and synthesized voice.

81. (Previously presented) The computer readable medium of claim 76, wherein at least one of the recorded scripted response and the recorded interjection response comprises an audio track of a voice response recorded by a voice actor.

82. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises logging on by an agent.

83. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises selecting a contact type.

84. (Previously presented) The computer readable medium of claim 76, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

85. (Original) The computer readable medium of claim 84, wherein a preselected recorded script is associated with each of said finite number of answers.

86. (Original) The computer readable medium of claim 85, wherein selectively interleaving further comprises presenting the preselected recorded script associated with said finite number of answers.

87. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises validating sales information.

88. (Original) The computer readable medium of claim 87, wherein validating sales information is done by one of a human agent and a computer dialing system.

89. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises updating a customer file.

90. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

91. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises deciding on intervention.

92. (Original) The computer readable medium of claim 91, wherein deciding on intervention is done by the human agent.

93. (Original) The computer readable medium of claim 92, wherein deciding on intervention further comprises selecting between options including at least a live-voice response

and a recorded response.

94-95. (Cancelled)

96. (Currently amended) A method for customer contacting, the method comprising:  
providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;  
initiating a call to a contact; and  
allowing a human agent to selectively interleave responses to the contact ~~from a human agent and one or more predetermined answers selected by said human agent from a script tree during the call~~, said ~~predetermined answers~~ responses comprising a recorded scripted response and a recorded interjection response, and wherein the recorded scripted response is selected from a script tree by the agent and wherein the recorded interjection response is selected from an interjection menu by the agent.

97. (Previously presented) The method of claim 96, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

98. (Previously presented) The method of claim 97, wherein a preselected recorded script is associated with each of said finite number of answers.

99. (Previously presented) The method of claim 98, wherein selectively interleaving

further comprises presenting the preselected recorded script associated with the finite number of answers.

100. (Previously presented) The method of claim 96, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

101. (Previously presented) The method of claim 100, wherein at least one audio recording comprises a voice response recorded by a voice actor.

102. (Previously presented) The method of claim 96, further comprising validating sales information.

103. (Previously presented) The method of claim 96, further comprising updating a customer file.

104. (Previously presented) The method of claim 96, further comprising maintaining a history of recorded scripts played.

105. (Previously presented) The method of claim 96, wherein interleaving further comprises deciding on intervention.



106. (Previously presented) The method of claim 105, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

107. (Currently amended) A computer readable medium used to direct a computer to function in a specified manner, comprising: computer executable instructions stored in said storage medium, said executable instructions comprising instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

interleaving responses to the contact ~~from a human agent and predetermined answers selected by said human agent from a script tree, said predetermined answers comprising a recorded scripted response and a recorded interjection response, said responses comprising a~~ recorded scripted response and a recorded interjection response, and wherein the recorded scripted response is selected from a script tree by the agent and wherein the recorded interjection response is selected from an interjection menu by the agent.

108. (Previously presented) The computer readable medium of claim 107, wherein the

predetermined answers further comprise recorded data effective to control a computer for generating a human-sounding voice waveform.

109. (Previously presented) The computer readable medium of claim 107, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

110. (Previously presented) The computer readable medium of claim 107, wherein at least one predetermined answer comprises a voice response recorded by a voice actor.

111. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises selecting a contact type.

112. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises validating sales information.

113. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises updating a customer file.

114. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts

played.

115. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises deciding on intervention.

116. (Previously presented) The computer readable medium of claim 115, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.